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ClickToPrint

Product summary - ClickToPrint is a way of releasing departmental resource from the manual and repetitive task of printing, folding and enveloping physical mail. This service captures desktop print from any application via a simple windows print driver and delivers it into a production mail environment. Individual print requests are batched and converted into production ready and mail discounted print files for processing at a commercial print operation. Mail can now be created and delivered without the user having to move from their desk. The whole process can be wrapped in workflow with creators and approvers, as required, to integrate with existing business approval processes. This solution also provides the user with the option to email these print requests, speeding up delivery and further reducing cost.

Document Centric Solutions Limited (DocCentrics) - DocCentrics provide Customer Communication Management Services (CCM) to help organisations create highly personalised cross media communications such as letters, notices, bills and general communications to support their business processes. These services are provided via the cloud on the DocCentrics platform which is scalable, resilient and ISO27001 and Cyber Essentials compliant. With services installed and ready to go DocCentrics are able to improve speed to market and reduce risk. DocCentrics deliver their services as a blend of technology and expertise which we use to actively assists and guide our clients to the most efficient and effective approach to CCM.

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Service Introduction

Overview

ClickToPrint is a way of releasing departmental resource from the manual and repetitive task of printing, folding and enveloping physical mail. This service captures desktop print from any application via a simple windows print driver and delivers it into a production mail environment. Individual print requests are batched and converted into production ready and mail discounted print files for processing at a commercial print operation. Mail can now be created and delivered without the user having to move from their desk. The whole process can be wrapped in workflow with creators and approvers, as required, to integrate with existing business approval processes. This solution also provides the user with the option to email these print requests, speeding up delivery and further reducing cost.

Who would use it?

This service would be of interest to any department that manually produces over 300 mail items in a working day and wants to improve efficiency, reduce cost and improve environmental performance. The service can support individual user print requests or bulk upload of system generated communications.

What are the benefits?

This service converts the traditional office mail process of; desktop printing, adding inserts, folding, enveloping and franking into the click of a button without the user needing to leave their office desk. Individual mail requests are consolidated, mailsorted and processed ready for automated production in a print factory. Key benefits are summarised below:

- Reduced manual effort across the department
- Greater accuracy and improved integrity
- Reduction of postage and production costs
- Improved speed of mail processing
- Improve environmental performance
- Comprehensive Management Information (MI)

How do you get started?

The service is very easy to setup.

Step 1 a free assessment to determine suitability

Step 2 a short consultative engagement to understands the business process

Step 3 the system is configured to meet the business needs

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Step 4 A standard print driver can then be downloaded and you are ready to use the service.

Do you need to consider anything else?

The scope of this service transforms individual print requests from any system into mail streams ready for factory production. DocCentrics support all commercial print and mail formats and integrate with standard ADF systems utilised in the commercial print environment. The scope of this service is to integrate and deliver fully formatted, streamed and mailsorted output into the customers chosen print provider. Where the customer wants DocCentrics can manage the printing element of the supply chain or source these services on behalf of the customer. Both these options, if required, would incur additional service charges.

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Service Platform

Information assurance

Our infrastructure, software and processes are architected and configured to protect customer data from compromise. The scope of this solution is covered within DocCentrics ISO27001 and Cyber Essentials. A PCIDSS environment is also available.

This solution is not currently IL accredited; however it is designed to be suitable to IL3. Our architecture processes and procedures are regularly audited by external ISO and Cyber Essentials auditors.

Backup/restore /recovery

The service is delivered across 2 physical data centres configured as 'Warm Standby' This removes the physical data centre as a point of failure and provide a complete business continuity assurance as part of the service. Individual data centres are configured with no single points of failure within the physical and virtual architecture. Due to the nature of this service, client data is transient and purged once the data has been processed for mail.

If data retention and backup is required this can be added as a service. DocCentrics manage and deliver Data Retention and Backup policies and services for clients. There would be additional charges for this service.

Accessibility

Access to this service is available via the internet, private cloud or point-to-point access.

Certification

The scope of this service is certified to ISO27001 and Cyber Essentials, a PCI-DSS certified environment is also available if required.

Open Standards

DocCentrics utilise open standard print driver technology in order that the service has an open interface. Therefore, no proprietary formats or technologies are required by the customer.

On-boarding

Any new enquiries should be directed to The DocCentrics On-boarding team by emailing gcloud@doccentrics.com

Step1 – Evaluation –

On receipt, the DocCentrics team will schedule a free and no obligation contact with client stakeholders to evaluate the requirement and provide an initial assessment of the suitability of the DocCentrics service.

Step2 – Requirements Gathering –

If the customer wants to proceed, this phase builds an understanding of any personalisation required to process common mail types (i.e. paper weight, mail service, inserts, etc.). The objective of the service is to automate as much as possible to maximise customer benefit. The DocCentrics on-boarding team support the potential client in filling the forms to capture the requirements. The output of this phase is a quotation confirming the agreed scope of service including:

a) Any one-off setup configuration fees
b) The monthly transactional fees

Step3 – Service Initiation –

If the client accepts the quotation an order form is raised against a call-off contract. If platform configuration is required a project is raised and the work is scheduled. A customer user manual is issued and SLA's negotiated and agreed. A customer specific print driver is created and added to the service catalogue, available to GCloud customers via the DocCentrics client portal. Users can logon, download the print driver and start using the service.

A typical on-boarding process will take from 4-16 weeks depending on complexity of the requirements and type of connectivity to the service. (Internet connectivity will typically be much quicker than installing a dedicated telecoms link).

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Customer Responsibilities

- The customer will be responsible for connectivity and bandwidth to the ClickToPrint platform. Bandwidth is dependent on the volume of print requests and will be sized as part of the on-boarding process
- The customer will be responsible for maintaining, where required, copies of any communications sent via ClickToPrint
- In the event of a BCDR incident the customer will be responsible for resubmitting print requests from an agreed rollback point which will not exceed 48hrs.
- The customer will manage the commercial printer relationship and service (DocCentrics can manage this relationship if required but additional management charges will be incurred

Off-boarding

If the client wishes to end the service 60 days notice is required in order to close down connectivity, suspend accounts and purge all data from the system.

Training

The service is intuitive by design. Training is provided to 'Super Users' and a bespoke user manual is provided as part of the on-boarding process.

Availability of Trial service

This is not applicable to this service

Service Migration

This is not applicable to this service

Service Management

DocCentrics service management consists of a standard set of scalable tools and practices that align the delivery of our services with the needs of our customers. Our service management is based on the ITIL framework.

As part of the on-boarding process, DocCentrics will define the service elements required to integrate, enhance and complement existing support functions within the client environment.

Service Levels

Service levels are defined as part of the on-boarding process in order to meet the needs of the business process. Service levels are monitored and reported on a periodic basis. The customer is engaged to review and discuss the service levels delivered.

Service Credits

DocCentrics provide service credits for underperformance against SLA's. Credits have dependencies against service scenarios and are therefore bespoke to individual clients and negotiated as part of the on-boarding process.

Maintenance Upgrades and Patches

Patching and upgrades are carried out every Wednesday after 18:00. Customers are provided with notifications of any relevant activity and potential impact.

Service constraints

Not applicable to this service

Management Information (MI)

Via the DocCentrics portal customers can view comprehensive online MI to analyse the complete service. Standard reports are available which cover most business needs. If required, bespoke reports can be created to meet specific needs but additional professional service charges will be incurred

Service Desk

In the event of a service request, customers can raise a ticket via their portal 24*7. In addition, the service desk is manned 9:00 – 17:30 Monday to Friday excluding bank holidays. There is an out of hours number for reporting and managing incidents.

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Service Scope

DocCentrics recognise they form part of a supply chain and will accept all service requests and, where required, forward requests to the relevant supplier in the supply chain. The client will be informed and updated on the activity.

Guaranteed and Non-Guaranteed Resources

Resources to maintain service availability and capacity are guaranteed. Consultancy and project resources to manage change are scheduled against availability.

Performance and Availability

Services are measured as to their Availability and Capacity. Specific SLA's are defined documented and agreed as part of the on-boarding process. Typical SLA's measurements are detailed below:

Measurement	**Target SLA**
Availability	98.7%
Capacity	98.7%

Elastic and Burstable Resources

The DocCentrics platform is scaled to provide capacity to meet client SLA's. Due to the nature of its architecture, capacity and bandwidth will burst against unforeseen peaks in client demand whenever additional capacity is available.

Request Classification and Response

Service requests will be classified according to the business impact.

The classifications and SLAs are as follows

Severity	**Priority**	**Task**	**SLA**
1	1 & 2	a.) Initial Response b.) Target Resolution & Availability for Deployment	a.) 45 Minutes b.) 23 Hours **
2	1 & 2	a.) Initial Response b.) Target Resolution & Availability for	a.) 1 Hour 45 Minutes b.) 24? Hours **

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		Deployment	
3	2 & 3	a.) Initial Response b.) Target Resolution & Availability for Deployment	a.) 6 Hours b.) As per change process
4	3 & 4	a.) Initial Response b.) Target Resolution & Availability for Deployment	a.) 22 Hours b.) As per change process

For all severity 1 & 2 requests, a communication plan that includes the frequency and audience for updates will be agreed as part of the initial response interaction.

**Due to the nature of the services provided and the variety of requests/problems that may be encountered, request resolution times cannot be guaranteed. Whilst either party can initiate escalation at any point during an incident, the significance of the resolution target “b)” in all instances above is to serve as the default escalation interval.

Portal Functionality

When the print driver is used, the user can be presented with the following options in order to configure their print request. As part of the on-boarding process DocCentrics consult with the client to automate as much of this functionality as possible and reduce the user effort required to deliver the print request.

Select envelope –Select DL, C5 or C4 envelope for the mail item

Bulk upload– Select to print an individual mail item or a range of documents to be processed

Postal Address validation – The postal address is validated against the Royal Mail address file and the user is automatically alerted to any errors or issues

Printserts – Select from a predefined library of PDF format inserts that can be added to the communication (brochures, standard information etc.)

Inserts – Select from a predefined set of inserts to add to the mail piece (e.g. a 'business reply envelope' so that the customer can conveniently send back information).

Template - Select to add an overlay (e.g. a letterhead template with logo registered address and contact details)

Colour –print the communication in colour or black and white

Single/double side –duplex or simplex printing

Paper quality – Select the type of paper to print the document on

Postal service – Select the postal service to use (i.e. 1st class or 2nd class)

Postage date – Select the date the document should be processed

Billing – Select the cost centre to attribute the cost of the service

File change –The option to view/change/delete the mail item up to the point it is passed to print.

Pricing

The core service enables 10 concurrent users to processes A4 images into commercial mail streams ready for delivery into a high volume mail processing factory. Additional users can be added with additional charges.

This service costs £19.50 per 1000 A4 images processed

Invoicing

Invoices are raised at the end of each calendar month against services and transactions processed in the previous month.

Minimum Charges

There is a minimum charge of £2000.00 per calendar month. This is only applicable if the monthly transactional charges do not exceed £2000.00.